



State of Illinois  
Illinois Department on Aging

## Older Adult Services Advisory Committee Meeting Minutes

**Date: November 19, 2018 1:00 – 3:00 p.m. (Approved on February 25, 2019)**

### **Locations:**

Illinois Department on Aging, 160 N. LaSalle St., 7<sup>th</sup> floor, Chicago

Illinois Department on Aging (at the DNR bldg.), One Natural Resources Way, Springfield

### **IN ATTENDANCE:**

#### **OASAC Committee Members**

Jean Bohnhoff, Director & OASAC Chair– Department on Aging

Paul Bennett – Next Level Health Partners

Amy S. Brown –CRIS Healthy Aging Center

Theresa Collins – Senior Services Plus Inc.

Terri Harkin – SEIU HealthCare – Illinois and Indiana

Sam Wehrle (for Lori Hendren) – AARP

Andrew Kretschmar – Alzheimer’s Association, Greater Illinois

John Larsen- Cantata Adult Life Services

Sharon Manning- Family Caregiver

Phyllis Mitzen – Health and Medicine Policy Research Group

Sandra Pastore- Oswego Senior Center

Sara Ratcliffe)– Illinois HomeCare and Hospice Council

Susan Real – Caregiver – East Central Illinois Area Agency on Aging

Gustavo Saberbein – Help at Home LLC

Teva Shirley – Southwestern Illinois Visiting Nurse Association

Jason Speaks – Leading Age IL

Louise Starmann – Citizen Member

Cathy Weightman-Moore – Catholic Charities LTC Ombudsman Program

Ancy Zacharia – Home Care Physicians

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

Bonnie Hartman-Walter (for Kelly Cunningham) – Department of Healthcare and Family Services

Gwen Diehl – Department of Veterans Affairs

Kelly D. Richards (for Jamie Freschi) – State Long Term Care Ombudsman

Mari Money— Illinois Finance Authority

Megan Spitz – Illinois Housing Development Authority

Lyle VanDeventer – Department of Human Services

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

Rhonda Armstead, John Eckert, Jamie Ewing, Kimberly Flesch, Sophia Gonzalez, Jose Jimenez, Lora McCurdy, Anna O’Connell and Rebecca Rechner.

### **GUESTS:**

Meghan P. Carter (Legal Council for Health Justice)

### **NOT IN ATTENDANCE:**

#### **OASAC Committee Members**

Bill Bell – Illinois Health Care Association

Sherry Barter Hamlin – River-to-River Residential Corporation  
Dr. Thomas Cornwell – HomeCare Physicians  
Cindy Cunningham – Illinois Adult Day Services Association  
Carla D. Fiessinger— Monaham Law Group  
Kelly Fischer – Journey Care Hospice  
Susan Hughes – UIC Community Health Sciences School of Public Health  
Michael Koronkowski – UIC College of Pharmacy  
Dave Lowitzki – SEIU HealthCare Illinois and Indiana

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

Debra Bryars– Department of Public Health  
Representative – Governor’s office

**Introductions & Call to Order:**

Director Jean Bohnhoff thanked everyone for attending the meeting. Members and guests introduced themselves. John Eckert asked for a motion to call the meeting to order. Teva Shirley made a motion to call the meeting to order and Theresa Collins seconded. All members voted in favor.

**Approve minutes of Full OASAC August 20, 2018 Meeting:**

John Eckert asked for a motion to review and approve the minutes from May 21, 2018 meeting. Amy Brown made a motion to approve the meeting minutes, Cathy Weightman- Moore seconded. The minutes were approved unanimously by members with no additions or corrections. All members voted in favor. The minutes will be posted on the Department website.

**OASAC Workforce Stabilization Work Group:**

Phyllis Mitzen chair of the OASAC Workforce Stabilization work group shared that the work group was established to analyze turnover rates for Care Coordinators and Home Care Workers. The work group has met several times and the Care Coordination survey has been completed.

**Preliminary Analysis of the Care Coordination Survey**

Paul Bennett shared that Care Coordination Units (CCU) are experiencing high turnover rates and challenges in filling positions. Bennett shared that the CCU high level turnover rates impact the CCU as an agency, the Care Coordinators and supervisors and access to services and supports for older adults. The CCU subgroup worked on creating a survey for CCUs to complete regarding their Care Coordinators; the survey was sent to 48 CCUs via Survey Monkey. The subgroup received responses from a total of 30 CCUs. The CCU survey included topics on Care Coordination vacancies, reasons for leaving, recruitment, and incentives used by CCUs. Based on the survey responses the CCU subgroup made several recommendations. A more in-depth statistical analysis of the findings should be completed; partnerships with academic institutions are needed; offering clinical supervision for Care Coordinators and perhaps implementing a more simplified assessment tool (**see PPT attached**).

Discussion followed regarding CCU trainings, specifically trainings for new Care Coordinators and how it takes about 6 months for new Care Coordinators to feel confident and be sent out into the field. Phyllis Mitzen stated that the CCUs train and develop Care Coordinators only to have them resign and go to work for an MCOs for higher pay and a smaller caseload. Sandy Pastore shared that it is millennials that tend to move around among jobs. Paul Bennett noted that the amount of vacation time (2+ weeks) is also an important issue for a Care Coordinator’s mental health and as a retention incentive. Director Bohnhoff indicated that those are decisions that are made within each agency. Lora McCurdy shared that the Department is working towards standardizing processes across agencies; that the Training Unit will begin to offer more intensive trainings for Care Coordinators and supervisors. She noted that in the past trainings have primarily been offered through webinars, but the Department is moving back to the face to face model. Jose Jimenez shared that the CCUs must follow stricter timelines for Choices for Care screenings. Amy Brown stated that it is ideal to provide more face to face trainings and in addition to keep up with current technology to attract millennials. The group discussed the use of laptops and IPADS. It was shared that some agencies provide IPADS to their workers and perhaps purchase them with federal grants. Bennett shared that MCO’s use IPADS. Mitzen asked if it is possible to gather all the information needed and go “paperless.” Jimenez responded that the Secretary of State has rules that require a paper signature. Lyle Vandeventer shared that DHS counselors have IPADS but still collect signatures for clients

on paper. Amy Brown stated that if the Secretary of State requirement was the barrier then the CCUs need to get organized and advocate for electronic signatures. Paul shared that MCO's monitoring accepts digital signatures. VanDeventer asked Bennett about how many new hires are straight out of University worked for MCO's? Bennett responded that a significant number are and added that the CCU was training Care Coordinators and these are attractive employees for MCOs. VanDeventer asked if there are any correlations with high caseloads, staffing issues and customers receiving the services they need? Louis Starmann stated that the Aging staff are different because many are non-for profits and get no pensions. Mitzen stated that these Care Coordinators are coming into the jobs because they want to help people and we need to find a way to keep these professionals with the CCUs. Terri Harkin shared that a deeper dive is needed in looking at what is a caseload and how can it be properly managed. Andrew Kretschmar stated that we need to bring people from the ground level up and fix issues at higher level (workforce development, wages and tuition reimbursement). How do we make this attractive to college grads? Pastore stated that getting Gerontology and social work as career options into high schools would help to attract more potential Care Coordinators.

#### Update on the Homecare Worker Survey

Terri Harkin shared that the home care worker survey consists of 20 questions with different subparts and is similar to the Care Coordination survey. Feedback was obtained from the workgroup and the plan is to get the home care worker survey out to the provider agencies within the next few weeks. Theresa Collins shared that an email regarding the survey has been sent out to agencies that are part of IACCPHP (the Home Care provider association). Collins additionally shared that email addresses are needed for those provider agencies that are not part of the association. Lora McCurdy requested a copy of the email that was already sent out to the agencies.

#### Illinois Veteran's Affairs Skilled Care Program:

Gwen Diehl shared that she is the Veteran's Homes Coordinator and presented on the Illinois Department of Veterans Affairs Programs. Diehl shared that there are both federal and State benefits available for veterans. The federal benefits include disability compensation, pension, health care, burial benefits, housing, and education. It was also shared that there are additional State education benefits available, such as the Illinois Veteran Grant Program and Children of Veteran's Scholarship. In addition, the State benefits include several tax exemptions, grants and bonuses, permits, driver's license, and veteran homes. Diehl discussed Veterans' Home eligibility, cost of care, qualifying standards and the five locations in Illinois. The Illinois Department of Veterans Affairs State benefits also include Mental Health assistance programs (**see PPT attached**). She additionally shared that the Quincy Veteran's Home had an investigation on the water distribution system because of the Legionnaires' disease outbreak and completed a remediation plan that included a significant renovation of its plumbing systems.

#### OASAC CCP Medicaid Enrollment Oversight Subcommittee (PA100-0587):

John Eckert reported that the first OASAC CCP Medicaid Enrollment Oversight Subcommittee met on September 25<sup>th</sup> to get acquainted and go over the subcommittee goals. The group will be reviewing three data sets that include: individuals on CCP and on Medicaid; individuals on CCP and not on Medicaid; and individuals in CCP, eligible for Medicaid but not enrolled in Medicaid. The group also reviewed and discussed data on Medicaid Redetermination and the current CCU rate for FTF Redeterminations. The next meeting is scheduled for January 8<sup>th</sup>, 2019.

#### IDoA Critical Event Data: Falls with Injury and without Injury:

Lora McCurdy shared that the Department will be sharing critical event data collected on CCP participants with OASAC members to provide opportunities for collaboration to address risk mitigation strategies from the group. The Department implemented an automated Critical Event Reporting Application (CERA) in July 2017, as required by federal CMS. The Department included falls in these critical events because of the prevalence of falls among seniors and because falls negatively impact a senior's ability to live independently in the community. Kimberly Flesch shared CCP fall related event data from July 12, 2017 through October 17, 2018. It was noted that PSA 12 (Cook County) may be under-reporting due to Care Coordinator turnover and new CCUs taking over contracts in certain sub-areas. These numbers are expected to go up. (**PPT attached**). McCurdy shared that Mike Berkes is working with staff to monitor these critical event reports. A discussion followed regarding the number of impairments and the chances of falling. Deputy Director Jamie Ewing noted that the Colbert data suggests that if a senior who is receiving services is living with someone that it increases the probability of falls being reported. McCurdy discussed risk mitigation and shared that the Department's next steps are to have monthly webinars. Sandy Pastore noted that one out of five persons over the age of 50 do not get enough exercise and that there is a

free workout that can be ordered by the CCUs. Phyllis Mitzen stated that the conversation should be continued. She suggested looking into if people are falling in the home vs. falling outside (safe side walks and age-friendly communities). Louise Starmann stated that the North Shore Senior Center uses an environmental assessment. Pastore shared that the Matter of Balance program utilizes a 16-page environmental assessment. Paul Bennett suggested looking at the significant percentage of EHR system users since it is a bi-directional system. He also suggested including participants in the telephonic webinars on falls.

### **Department Updates:**

#### **Legislative Update**

The Department website was updated on September 4<sup>th</sup>.

#### **Automated Medication Dispenser Roll-out**

Lora McCurdy noted that there are 12 participants enrolled and authorized for AMD usage. The Department is working with Bill Wheeler and the ICCCU workgroup in looking at barriers for AMD enrollment.

#### **CCP Rules & Implementation of Person-Centered Planning**

John Eckert shared that 89.240 CCP rules were approved on November 14<sup>th</sup> and will be posted next Monday the 26<sup>th</sup>. They will become effective on January 1<sup>st</sup>. He shared that Person-Centered Planning language requirements were included, an Integrated Setting was defined, an Adult Day Service Addendum to the Person-Centered Plan of Care was included, the four colored CCP brochures were updated, a new Participant Bill of Rights was created, and the Choices for Care brochure is being updated. Spanish translations of the brochures are being created. Following policy development, training will be conducted. He also shared that the comprehensive assessment tool is being revised.

### **Other Issues & Announcements:**

Director Jean Bohnhoff shared that Betsy Creamer will be retiring in February. She noted that the job was posted, and Jose Jimenez will be taking the position effective December 3<sup>rd</sup>. Director Bohnhoff stated that she is very excited because Jimenez brings with him a lot of experience and this is great for the aging network. Deputy Director Ewing asked that he be contacted regarding issues related to the Division of Home and Community Services when Jimenez begins his new position and shared his email address and phone number. It was shared that Paul Bennett will be leaving OASAC as he has a new job with AgeOptions. Director Bohnhoff thanked everyone for their participation and feedback during the meeting.

### **Motion to Adjourn:**

John Eckert asked for a motion to adjourn the meeting. Susan Real made a motion to adjourn the meeting. Theresa Collins seconded the motion. The motion to adjourn was approved unanimously. The meeting was adjourned at 3:12 pm.